



**BCM RIs 6.0**

***ipView* WallBoard**

**Task Based Guide**

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# ipView Wallboard

## Overview

With the addition of Reporting for Contact Center the Contact Center system is further enhanced by the facility to tailor Wallboards to the customer's requirements.

Multiple Wallboards can be assigned to display information relating to any of the Skillsets or totals for the whole Contact Center system.

Reporting for Contact Center will support a maximum of 100 Wallboards.

Different parameters can be displayed on each Wallboard. Wallboards can also be configured to display text messages and alarm conditions.

The WallBoard can display:

- Up to 6 separate parameters (e.g. number of callers in the queue).
- Alarms (e.g. a caller has been in the queue for over 10 minutes).
- Scheduled Messages. (e.g. Remember to log off at 17:30).

Alarms may be configured to have an accompanying warning buzzer.

The WallBoard is a fully integrated part of Reporting for Contact Center.

## Required Information

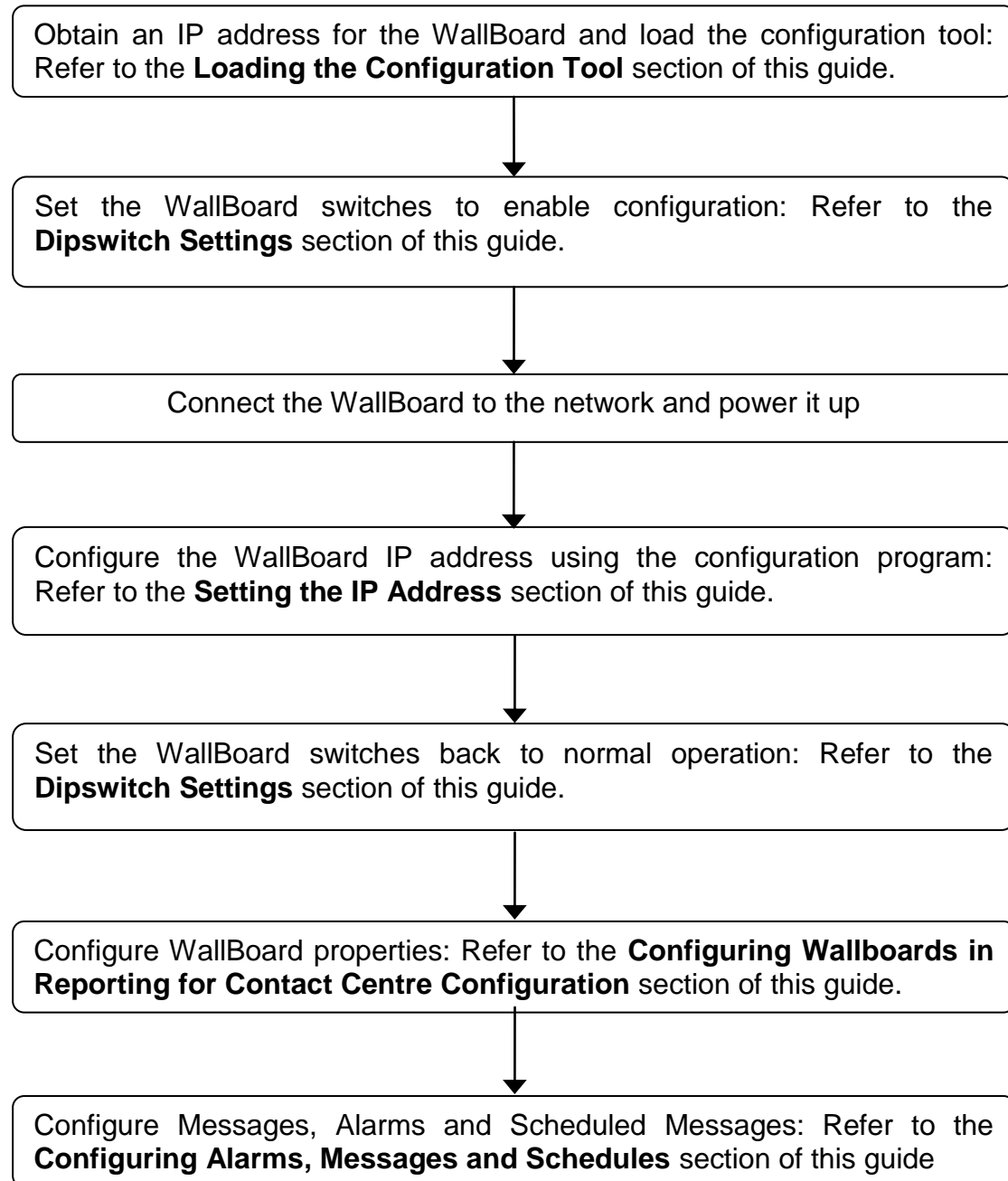
- Log on information for the PC running Reporting for Contact Center.
- IP address to be assigned to the Wallboard.
- Parameters, Alarms and Messages that are to be displayed.
- The *ipView* Configuration Tool.

**Note:** *ipView* SoftBoard can operate in UK English, North American English, French, Canadian French, Italian, Spanish, Latin American Spanish, German, Dutch, Brazilian Portuguese, Danish, Norwegian and Swedish.

Advances in the language configuration of Reporting for Contact Center (RCC) means that even though RCC may be running in UK English, the Wallboards connected can be a mixture of the available languages. RCC can now use different languages on different wallboards connected to the same RCC Web Host PC.

## Flowchart

This flowchart depicts the relevant steps required to install and configure an *IPView Wallboard*.

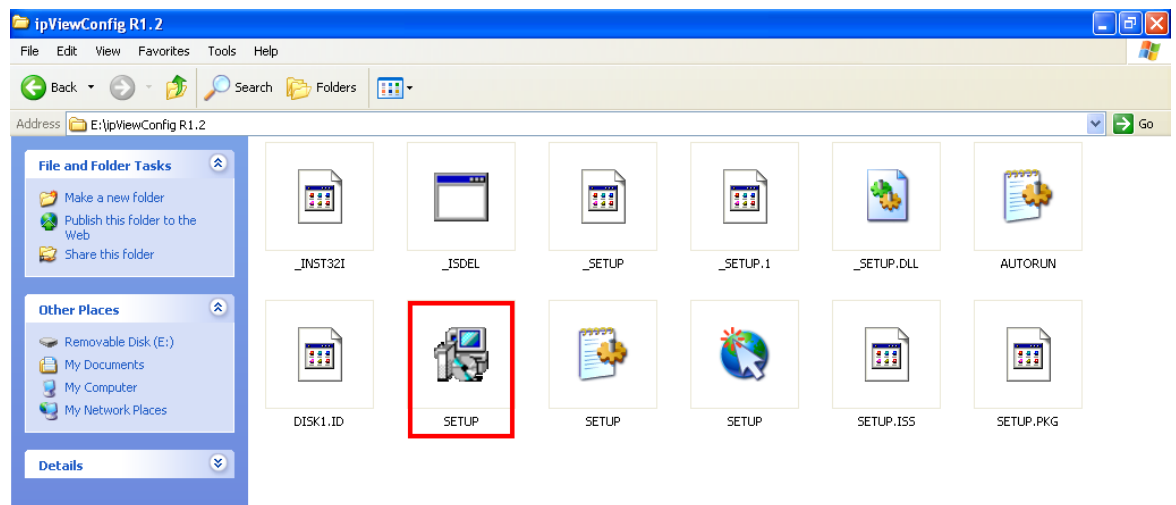


## Loading the Configuration Tool

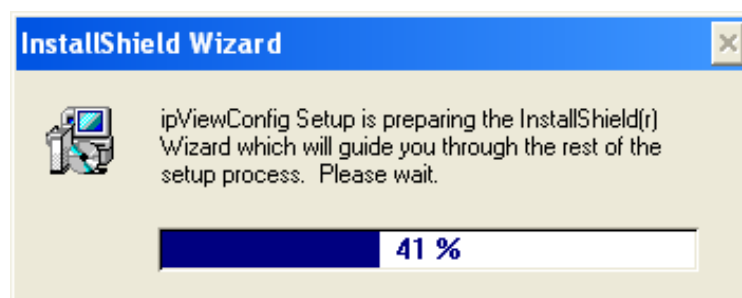
The IpView Wallboard will be supplied with a CD that contains the IPView Configuration Tool for programming the wallboards IP address.

To Load the Configuration Tool on to a PC:

1. Insert the disk into the CD drive of the PC and open the drive to view the files on the disk.
2. Double Click the **SETUP** icon.



3. The Install Shield Wizard screen will appear.



4. The Welcome to the ipView Config Installation screen will appear. Click **Next**.

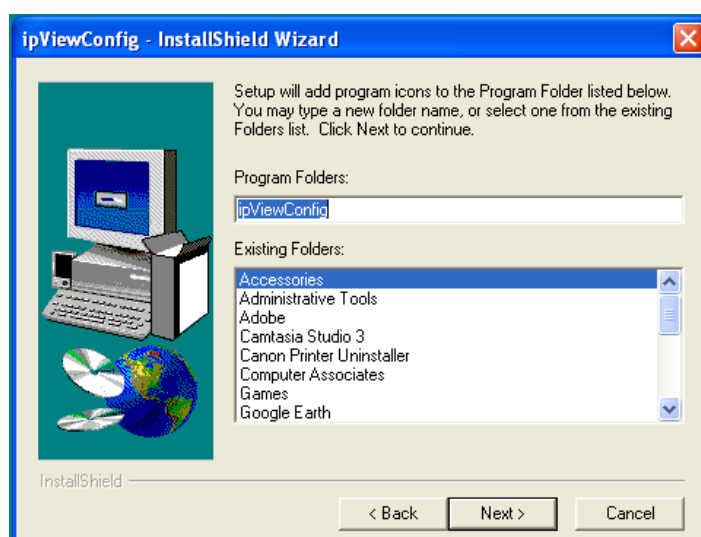


5. The Destination Directory screen will appear. Click **Next**.

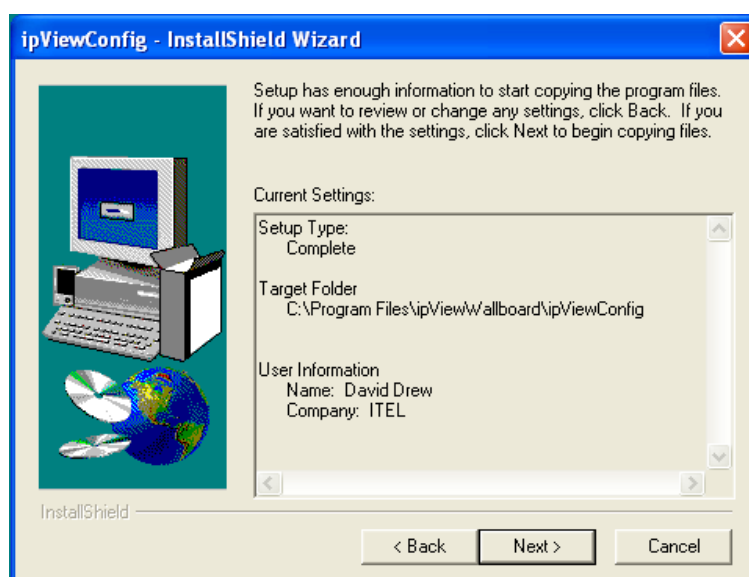




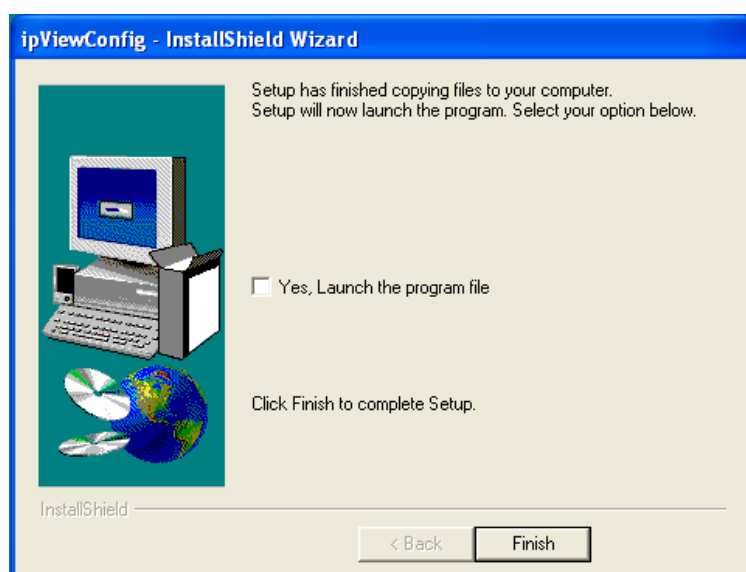
6. The Program folders screen will appear. Click **Next**.



7. The Current Settings screen will appear. Click **Next**.



- When the Configuration Tool has loaded click the **Finish** button.



## Setting the IP Address

- Before turning on the wallboard, set the dipswitches for the wallboard as outlined in the chart on the back of the wallboard. This chart has been replicated below :

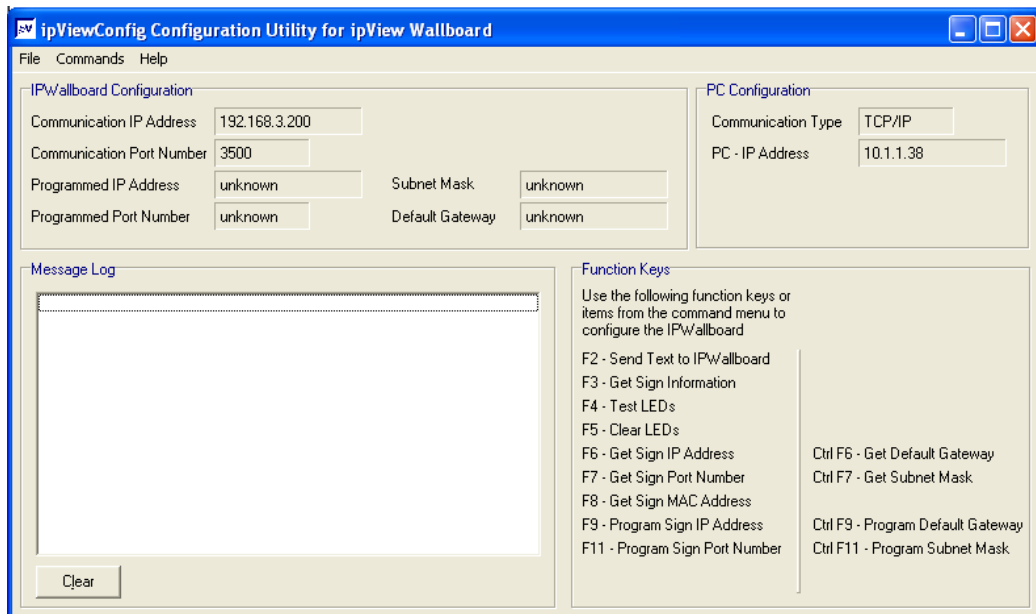
### Dipswitch Settings

Switch		Option Switch	
Off ▲		Off	On
On ▼			
8	Comms Mode	IP	Serial
7	EEProm Prog	Disable	enable
Serial Comms Mode			
6	Byte / msg based	=byte	=message
5	Serial Data Bits	=none	=even
4	Serial Parity	=none	=even
3	Serial baud rate	=1200	=9600
2	Default Font	=7x5	=9x7
IP comms mode			
6	Default IP address	Disable	enable
5	Not defined		
4	Not defined		
3	Not defined		
2	IP – use shut down	Disable	enable
1	Not defined		

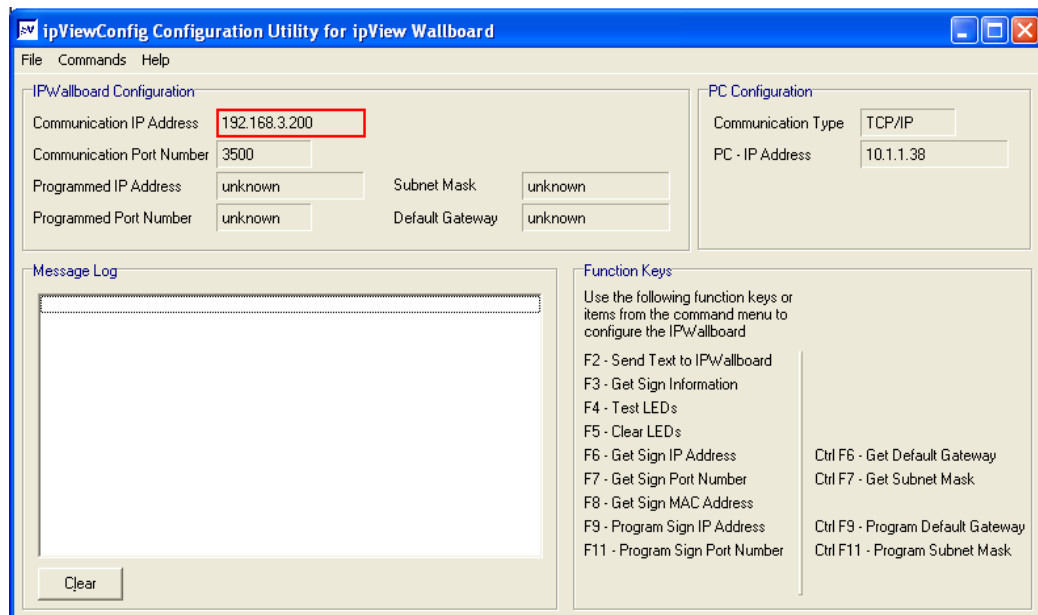
- a) Set switch **8** to **Off** to enable IP use.
  - b) Set switch **7** to **On** to allow the eeprom to be updated.
  - c) Set switch **6** to **On** to set the IP address with the software configuration tool.
2. Connect the wallboard to the PC with a cross over cable or to the network via a hub / switch using a straight through cable.
3. Power up the wallboard.
4. The default communication IP address of the wallboard is briefly displayed on the wallboard and is normally 192.168.3.200.

**Note:** You need to change the IP address of the PC to the same network range as the wallboard. (Refer to the Networking Essentials Guide for details of how to change IP addresses.

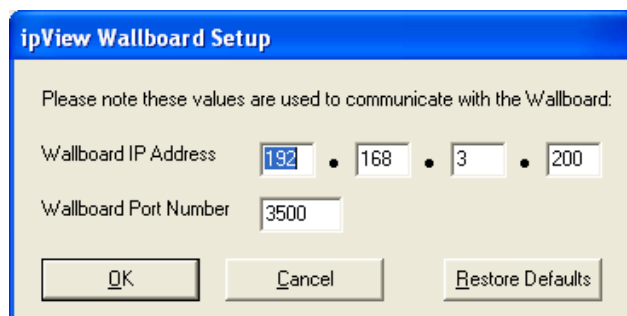
5. Load the configuration tool onto your PC and open the application. The configuration interface will be displayed as follows:



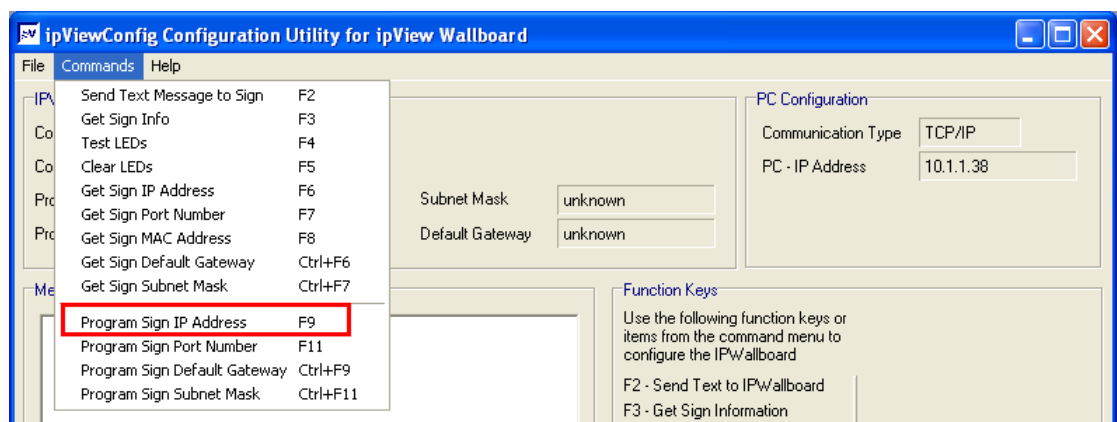
6. Within the IP configuration tool, check the Communication IP Address of the wallboard is 192.168.3.200.



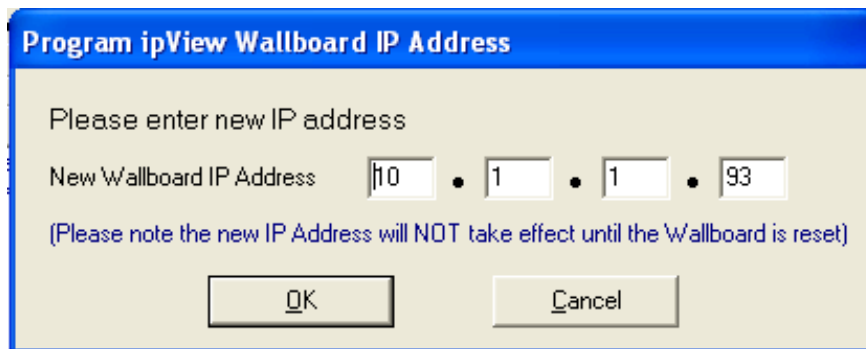
7. If it isn't select **File** and **Set up** and change the IP address to 192.168.3.200.



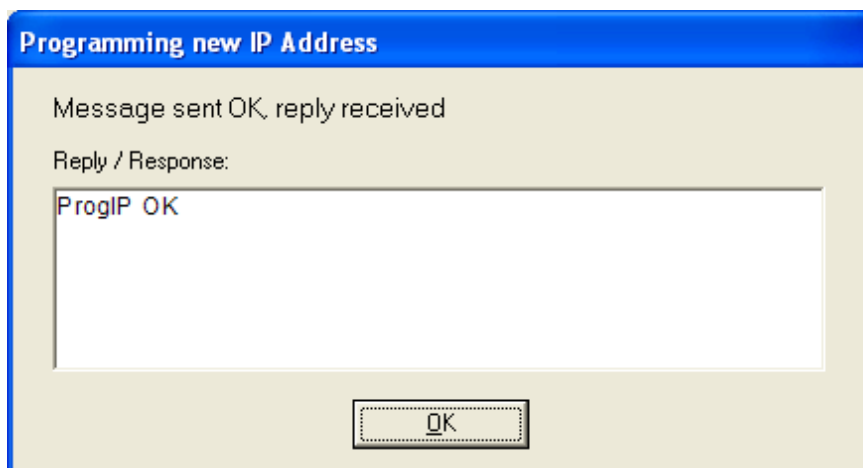
8. Select **Commands**, and **Program sign IP Address**.



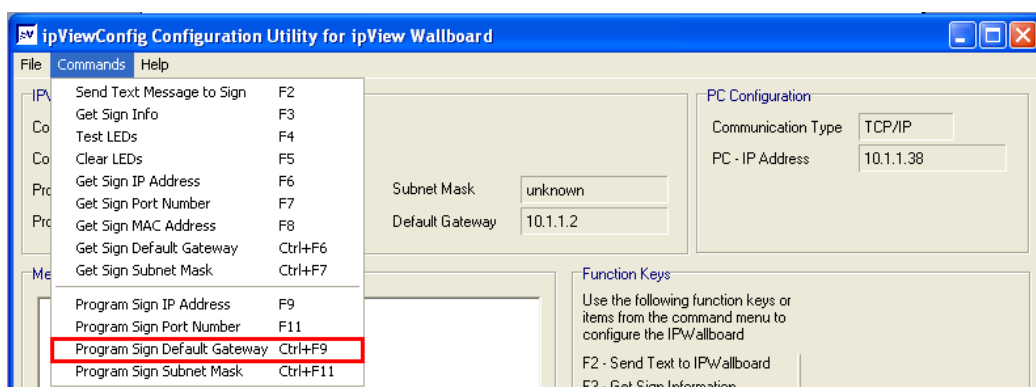
9. The **Program Wallboard IP Address** window will be displayed.



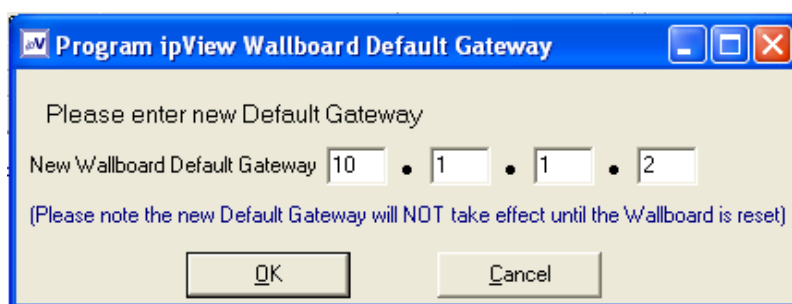
10. Enter the new wallboard IP address and click the **OK** button. You will be notified that the programming is OK. (If you receive a message saying that the Wallboard cannot be communicated to, check the communication IP address and the IP address of the PC).



11. If a Gateway is required to enable remote connection to the wallboard go to step 12, otherwise go to step 17.

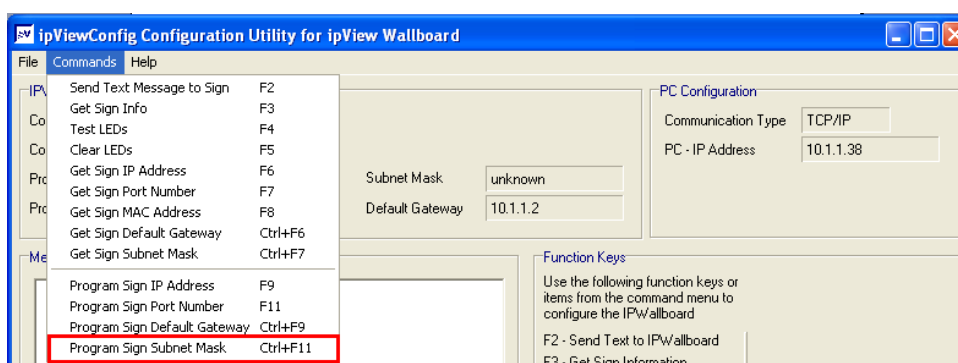


12. Select **Commands, Program Sign Default Gateway.**

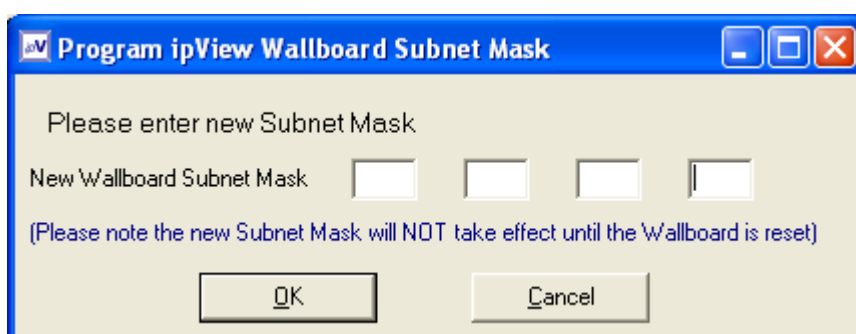


13. Enter the Default Gateway for the wallboard and click **OK.**

14. It may also be necessary to change the wallboards Subnet Mask to one that matches the customer's network requirements. If a new Subnet Mask is required go to step 14, otherwise go to step 16.



15. Select **Commands, Program Sign Subnet Mask.**



16. Enter the new Subnet Mask for the wallboard and click **OK.**

17. Power down the wallboard.

18. Reset dipswitch **6** to **Off** to prevent the IP address of the wallboard from falling back to default when it is next powered up.

19. Reset dipswitch **7** to **Off** to save the new values.

20. Connect the wallboard to the network and power up with the new settings.

## Configuring Wallboards in Reporting for Contact Center

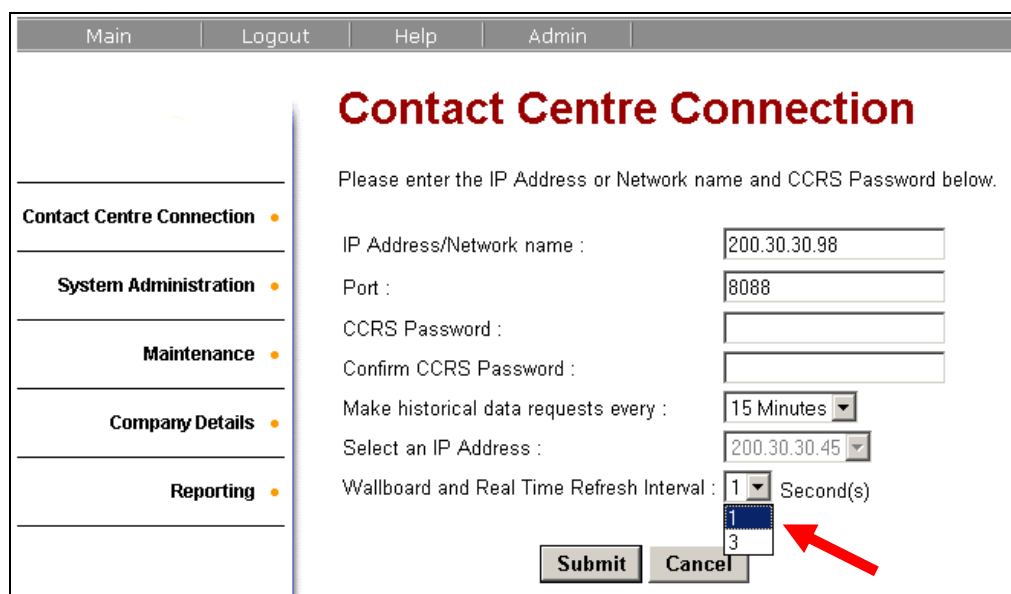
This part of the configuration is to be done on any PC that has access to the Web Host PC or on the Web Host PC itself.

1. Access Reporting for Contact Center (refer to the **Reporting for Contact Center Guide** for instructions on accessing RCC). You must log into RCC with a username that has been configured to allow configuration of wallboards (and also has Skillsets assigned to them).
2. Select **Contact Center Connection** then the **Select an IP Address** link: if there is more than one network card installed on the Web Host PC, from the **Select an IP Address** drop down list select the IP address (of Network Interface Card) that is to be used to communicate with wallboards. Select the IP address that has been configured on the Network Interface Card connected to the same network as the wallboards.

**Note:** This is not the IP address of a wallboard itself. **If you only have one network card installed on the Web Host PC this setting will default to the IP address of the card.**

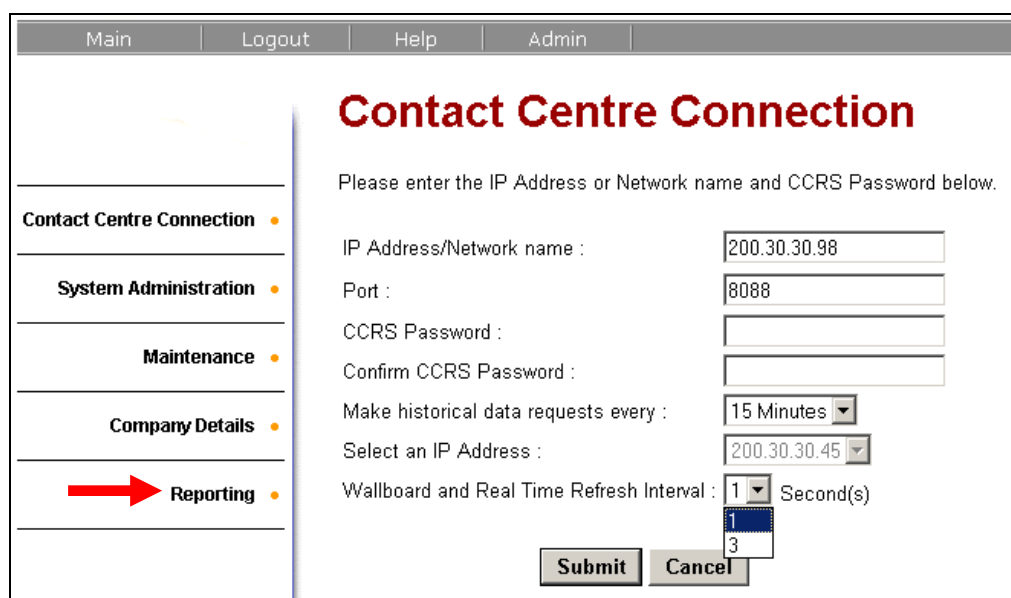
**Note:** To see the Contact Center Connection Screen you must be logged in as an administrator of RCC.

3. **Wallboard and Real Time Refresh Interval.** Select the refresh interval for wallboard and real time displays. The default is 1 second with an option for 3 seconds. This setting only applies to the refresh rate of the display, not the data. For example if 3 seconds is selected the display updates every 3 seconds, but the data is still calculated to the second.



The screenshot shows the 'Contact Centre Connection' form. The left sidebar contains links: Contact Centre Connection, System Administration, Maintenance, Company Details, and Reporting. The main form area has the title 'Contact Centre Connection' and a prompt: 'Please enter the IP Address or Network name and CCRS Password below.' The form fields are: IP Address/Network name (200.30.30.98), Port (8088), CCRS Password (empty), Confirm CCRS Password (empty), Make historical data requests every (15 Minutes), Select an IP Address (200.30.30.45), and Wallboard and Real Time Refresh Interval (1 Second(s)). The dropdown menu for the refresh interval is open, showing options 1 and 3. A red arrow points to the '3' option.

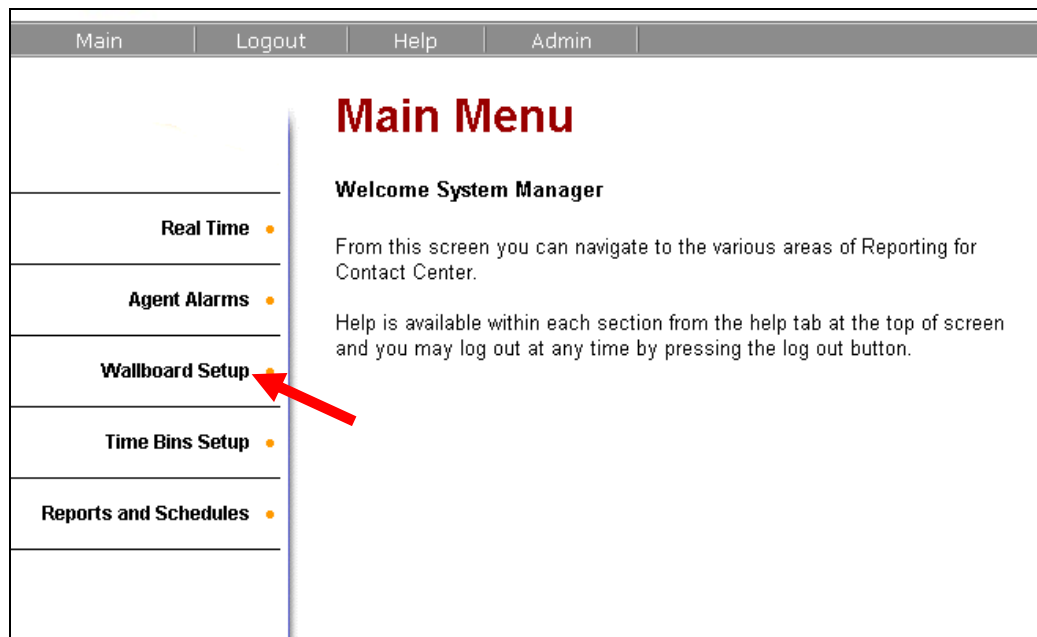
4. Click **Submit**.
5. Click on the **Reporting** link, to enter the **Reports** section of RCC.



The screenshot shows the 'Contact Centre Connection' form, identical to the previous one, but with a red arrow pointing to the 'Reporting' link in the left sidebar. The main form area is the same, with the refresh interval dropdown still open and the '3' option highlighted.

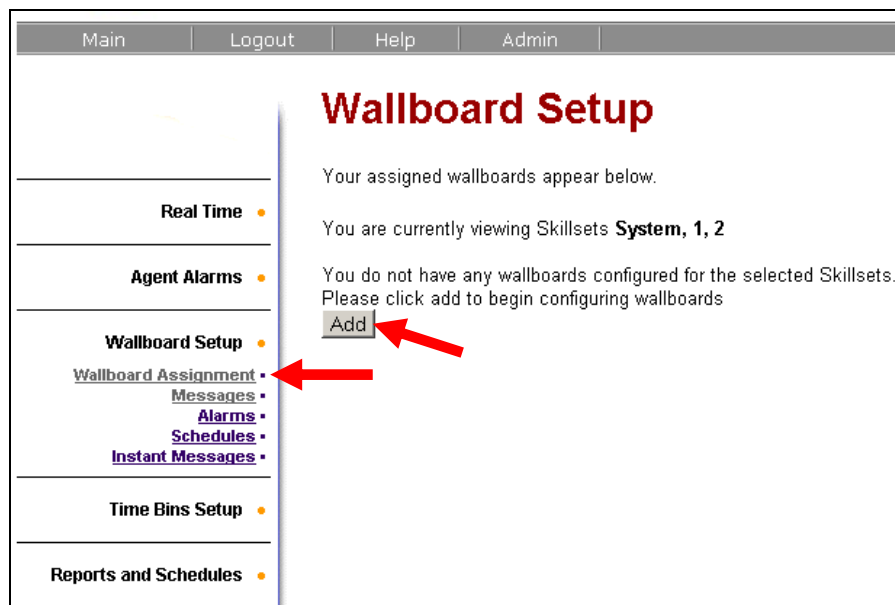


6. Click on **Wallboard Setup**.



**Note:** To be able to add and administer WallBoards the logged in user **MUST** have Skillsets assigned. If current user has no Skillsets assigned then, logout and log in with a username that has the appropriate rights. For further information on creating users and assigning Skillsets refer to the **Reporting for Contact Center Guide**.

7. Click **Wallboard Assignment**. Click **Add**.



8. On the following screen the Wallboard will be configured. For this you will need to know the IP Address of the hardware Wallboard.

9. Enter the following parameters:

- ① **IP / Network Name:** The IP Address of the Wallboard.
- ② **Port :** For a hardware wallboard this should be left at 3500.
- ③ **Wallboard Skillset:** The Skillset or System for the entire Contact Center. For this example we will set it to System for port 3500. Skill1 would be chosen if we were configuring the Wallboard for Skill1 (the port number would remain at 3500).
- ④ **Language:** The language that we wish our Wallboard to display in. The language would make a difference on a Wallboard by altering the letters in the abbreviations and the long view to display in the desired language.
- ⑤ **Type :** Set to Hardware for a hardware Wallboard.
- ⑥ **Title:** Tick for a Title. Three of the displaying parameters will be lost if a title is shown. A title will take the top line of text on the Wallboard.
- ⑦ **Title Text :** The title that will be shown.
- ⑧ **Buzzer :** For alerts.
- ⑨ **Summary:** Ticking the summary box will display the flowing information in graphical format every hour, on the hour.

Once the settings have been completed, click **10 Submit**.

9. A list of assigned and configured wallboards is now available:

**Wallboard Setup**

Your assigned wallboards appear below.

You are currently viewing Skillsets **System, 1, 2**

Skillset	IP / Network Name	Port	Type			
System	10.1.1.21	3500	Software	Edit	Parameters	Delete
System	10.1.1.93	3500	Hardware	Edit	Parameters	Delete

Add

10. The edit the parameters that are to be displayed on the Wallboard click on **Parameters**.

Skillset	IP / Network Name	Port	Type			
System	10.1.1.21	3500	Software	Edit	Parameters	Delete
System	10.1.1.93	3500	Hardware	Edit	Parameters	Delete

11. Select from the drop down boxes the parameters which are to be displayed on the Wallboard.

**Edit Parameters**

Please select the parameters you wish to have displayed on your wallboard.

P1 QL P2 AD P3 ID

P4 QT P5 SH P6 AH

Queue Length - number of calls queuing for this Skillset

Submit Cancel

12. When a parameter is selected from a drop down box its concise description is displayed in the lower text box.

Please select the parameters you wish to have displayed on your wallboard.

P1	QL	P2	AD	P3	AI
P4	QT	P5	SH	P6	

Number of Agents on Incoming calls

Submit Cancel

- QL
- OH
- OD
- IH
- ID
- AO
- AI
- AL
- AN
- AA
- AH
- AD
- SH
- SD
- QT

Below is a complete description of each parameter:

- ID Number of Incoming calls received in the current Day
- IH Number of Incoming calls received in the current Hour
- AD Number of Abandoned calls in the current Day
- AH Number of Abandoned calls in the current Hour
- OD Number of Outgoing calls made in the current Day
- OH Number of Outgoing calls made in the current Hour
- SH Grade of Service offered in the current Hour (%)
- SD Grade of Service offered in the current Day (%)
- AO Number of Agents on Outgoing calls
- AI Number of Agents on Incoming calls
- AA Number of Agents Available to receive calls
- AN Number of Agents in the Not Ready state
- AL Number of Agents Logged in
- QL Current Queue Length - number of calls in the call queue for this Skillset
- QT Current Queue Time for the longest waiting call for this Skillset (secs.)

13. When the choices are complete click **Submit**.

## Configuring Messages, Alarms and Schedules

### Messages

Messages can be up to **64** characters in length.

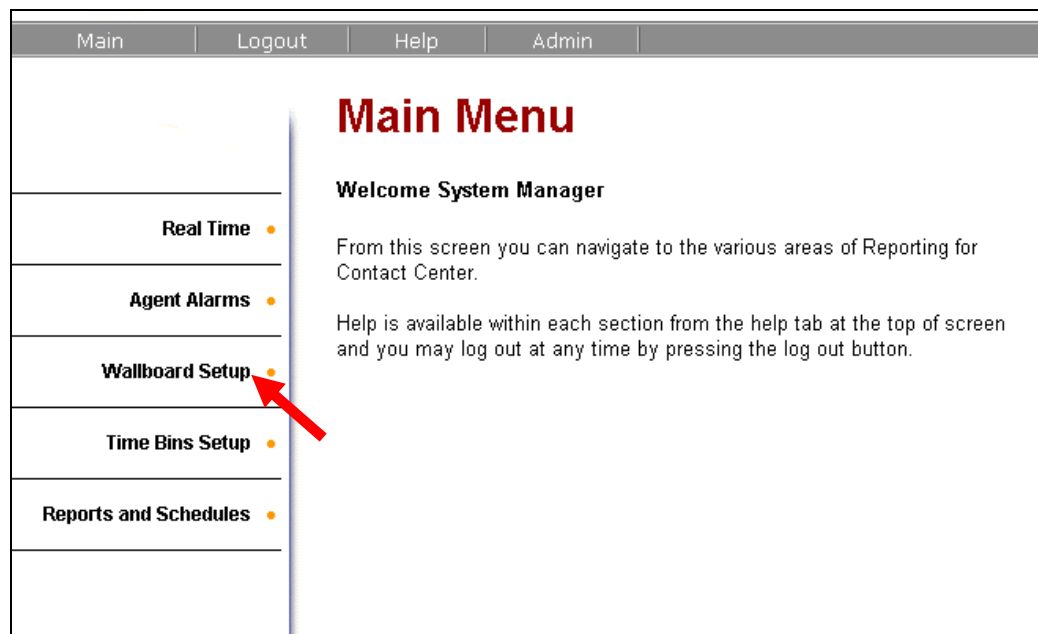
The Real Time numerical value of any of the Parameters can be incorporated into a Message by inserting the two-letter abbreviation for the Parameter into the Message text.

The Parameter must be in capitals and in brackets, e.g. (AN) would insert the current value of the Agent Not Ready parameter.

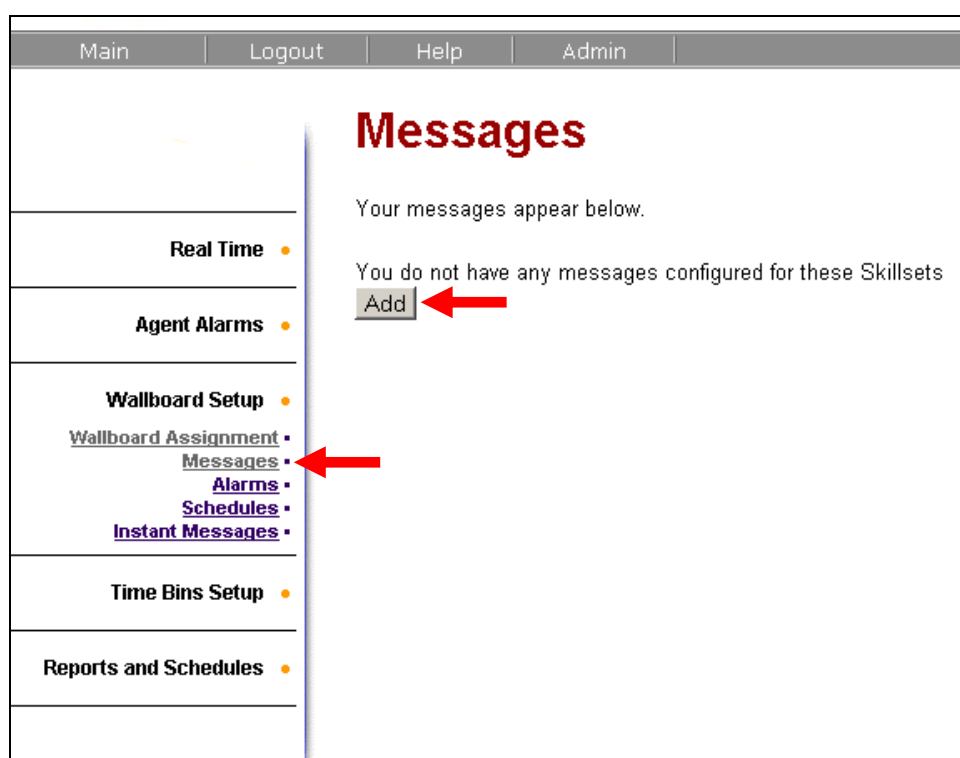
Example: "There are (AN) agents not ready". If there are five agents not ready when the Message is sent to the Wallboard, the format of the Message will be: "There are 5 agents not ready".

Messages will display on the *ipView* WallBoard for approximately 40 seconds.

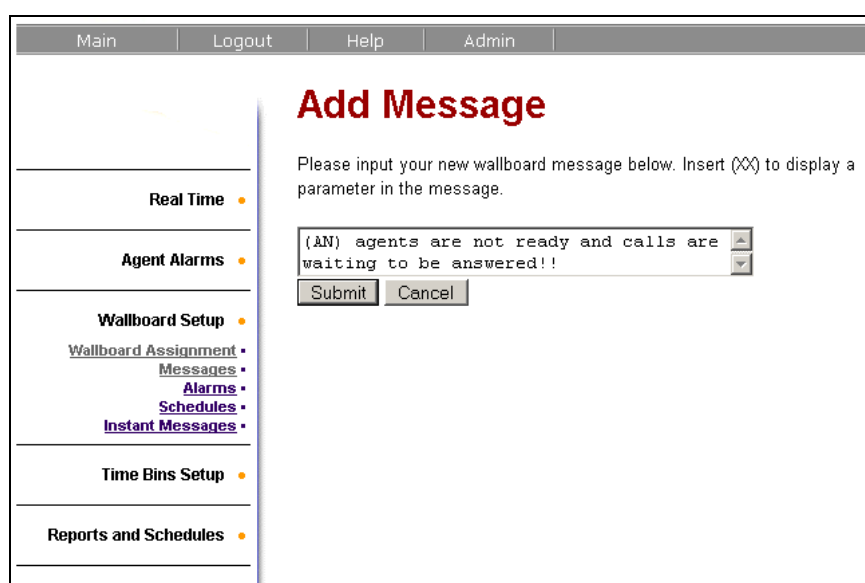
1. Access **Reporting for Contact Center** and go into the **Wallboard Setup** section. You must log into the Contact Center as a user who has Wallboard privileges.



2. Click on **Messages** and then click **Add**.



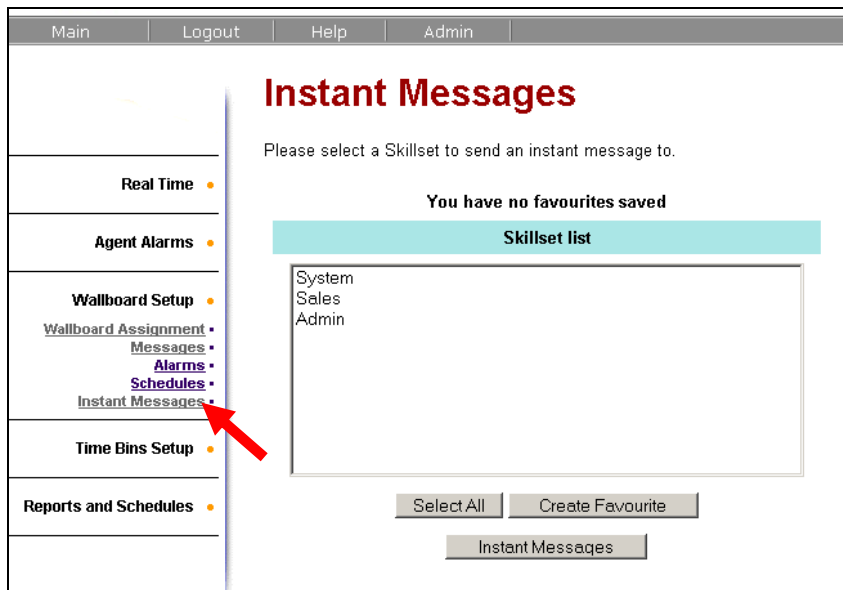
3. Type your message into the text box. To make use of parameters in the message enter the abbreviation in brackets i.e. (AN) agents are not ready and calls are waiting to be answered!.



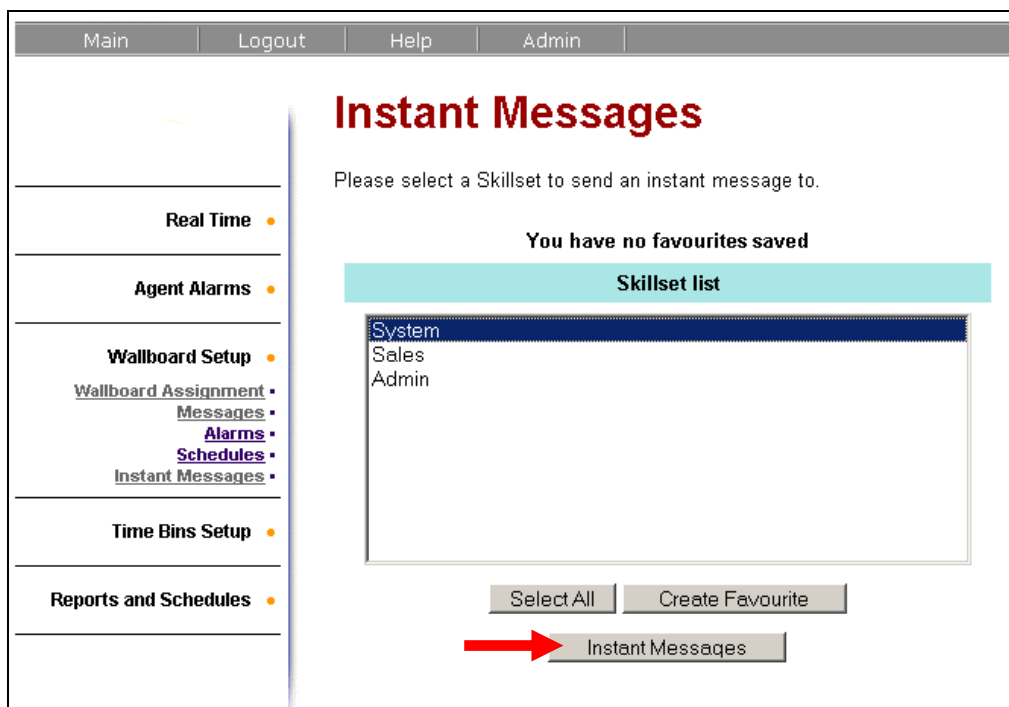
4. When the message is complete click **Submit**.

**Note:** It would generally be advised that messages are linked against an alarm parameter that will display the message when the condition for the alarm is satisfied. (Refer to the **Alarms** section of this guide.)

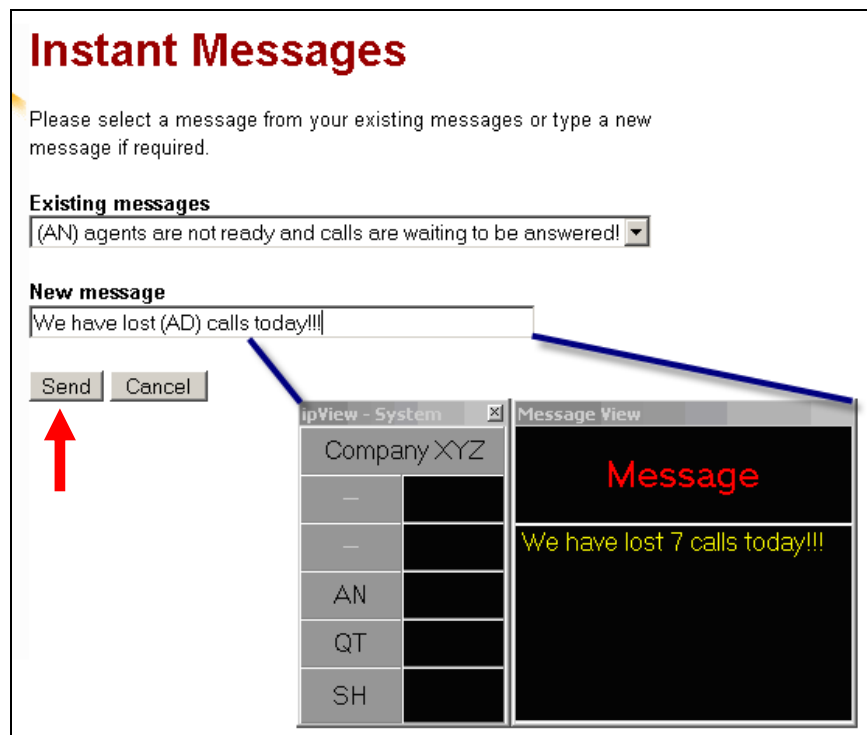
5. This message can be instantly sent to one or more wallboards (hardware or software) by clicking on the **Instant Messages** heading.



6. Select either **System** for the entire Contact Center or one or more of the Skillsets. A selection of Skillsets can be exclusively selected by holding down the ctrl key during selection. Click **Instant Messages**.



7. Select one of the existing messages or type a new message, then click **Send**.



## Alarms

Alarms can be configured to alert Agents to conditions within the Contact Center.

- e.g.
- Less than 2 Agents are available to take calls.
  - An excessive amount of calls are in the queue.
  - Calls are waiting excessive times in the queue.
  - 1000 calls have been answered during the day today.

A result of meeting these conditions is to display a message to alert the agents on their individual desktops.

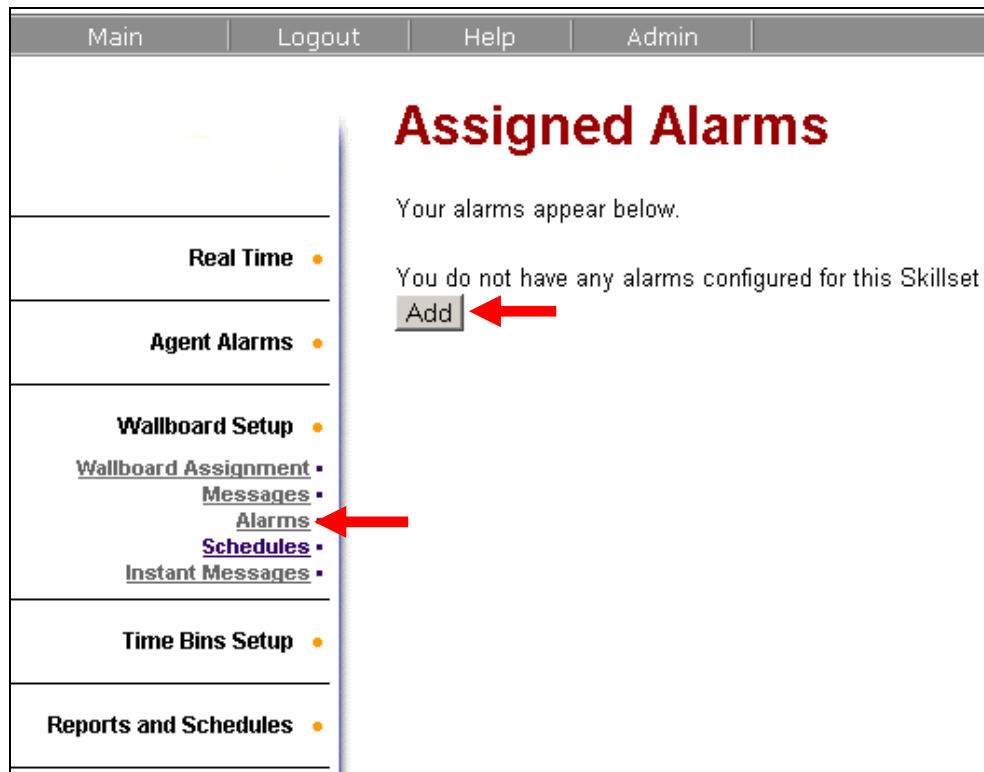
### To Create an Alarm

(In this example a skillset alarm will be configured that will be displayed when 3 or less agents are available to take a call).

1. Follow steps 1 to 4 of the Messages subsection earlier in this section to configure one or more messages relating to the parameters to which you wish to alert the Agents.



- When the messages are complete click on the **Alarms** heading under **Wallboard Setup**. Click **Add**.



- Certain parameters now need to be set.

- a. Select the **System** or the appropriate Skillset to which the alarms apply to and will be sent to.

Wallboard Skillset	System
	System
	Customer service
	Sales

- b. Select the **parameter name** that you wish to monitor and set the alarm against.

Parameter name	AA
Number of Agents	ID
	AO
	AI
	AL
	AN
	AA
	AH
	AD
	SH
	SD
	QT

- c. Set the start time of the day when you wish the alarm to be used. Then select the comparison for the alarm and the alarm threshold. If a message is to be utilized, the message to be associated with this alarm should also be selected.

Period Start Time	Comparison	Threshold
00 00	<=	
<b>Message</b>		
No Message		

4. In this example three alarms have been configured. One to start at 08:30 to alarm for 5 or less Agents being Available. The seconds runs from 12:00 to 17:59 for 6 or less agents being available. The third is effective from 18:00 until 08:29 the following morning to monitor for 2 or less Agents being available.

Main
Logout
Help
Admin

## Add Alarm

Please input the details of the alarm below. An alarm will only be saved if a threshold value has been entered.

Wallboard Skillset System

Parameter name AA  
Number of Agents Available to receive calls

Period	Start Time	Comparison	Threshold
	08:30	<=	5
Message <span>No Message</span>			
	12:00	<=	6
Message <span>No Message</span>			
	18:00	<=	2
Message <span>No Message</span>			

**Note:** If no time is selected (left at 00:00) then the alarm will apply 24 hours per day.

5. Click **Submit**.

Address [http://pc32/rcc/wallboard\\_pages/add\\_alarm.asp?skillsets=0-1-2-](http://pc32/rcc/wallboard_pages/add_alarm.asp?skillsets=0-1-2-)

Messages •  
Alarms •  
Schedules •  
Instant Messages •

Time Bins Setup •  
Reports and Schedules •

Period	Start Time	Comparison	Threshold	Message
08	30	<=	5	No Message
12	00	<=	6	No Message
18	00	<=	2	No Message
00	00	<=		No Message
00	00	<=		No Message
00	00	<=		No Message

**Submit** **Cancel**

6. The Alarms configured will display on the **Assigned Alarms** screen.

Main Logout Help Admin

## Assigned Alarms

Your alarms appear below.

Skillset	Parameter	Alarm Period One	Period One Details	Additional Periods Configured		
System	AA	08:30	<=5	2	Edit	Delete

**Add**

Real Time •  
Agent Alarms •  
Wallboard Setup •  
Wallboard Assignment •  
Messages •  
Alarms •  
Schedules •  
Instant Messages •

Time Bins Setup •  
Reports and Schedules •

**Note:** That the Alarm above has been configured with 2 additional alarm periods.

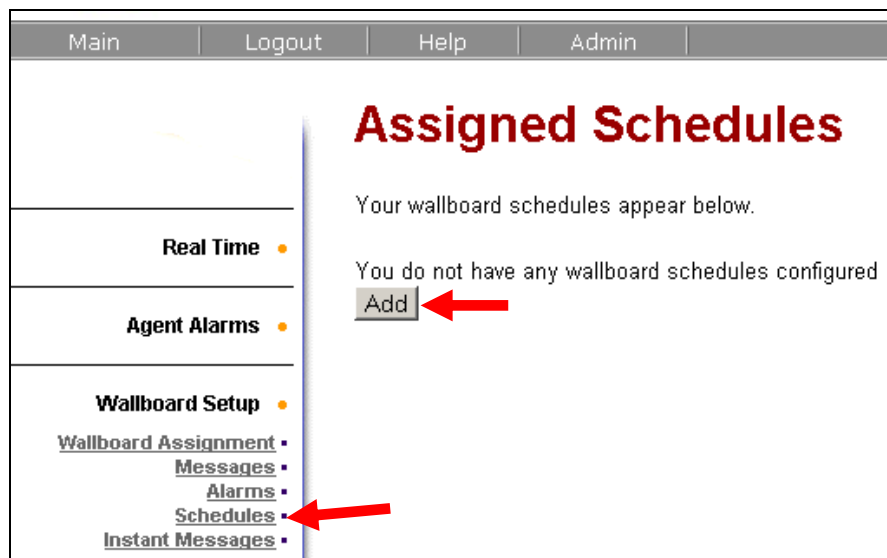
## Scheduled Messages

A Wallboard Schedule is a time and day(s) when a Wallboard Message is automatically displayed on the Wallboard.

Examples would be to schedule a Message to display as a weekly reminder of a fire alarm test, or to remind agents to log-in at the start of the working day.

### To schedule a message

1. Follow steps 1 to 4 of the **Messages** subsection of this section.
2. Once the messages are configured they can be applied to a schedule. From the **Wallboard Setup** Menu, click **Schedules** and then click **Add**.



3. The **Add Schedule** screen will be displayed.

4. There are four settings required for a Wallboard schedule.

a. Select either **System** or the desired Skillset.

Wallboard Skillset

System
System
Customer service
Sales

b. Select the recurrence of the schedule.

Day

Daily
Daily
Mon-Sat
Mon-Fri
Saturday
Friday
Thursday
Wednesday
Tuesday
Monday
Sunday

c. Select the time at which you wish the message to display on the set recurrence.

Time

05	:	28
----	---	----

d. Select which message you wish to display at the scheduled time.

Message

(AN) agents are not ready and calls are waiting to be answered!
(AN) agents are not ready and calls are waiting to be answered!
There are only (AA) agents available to take calls. Please login!
Please don't forget to logout when you finish your shift! Thankyou.

5. Once all of the settings are complete click **Submit**.

6. The schedule has now been configured.

Main	Logout	Help	Admin
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Real Time

Agent Alarms

Wallboard Setup

Wallboard Assignment

Messages

Alarms

## Assigned Schedules

Your wallboard schedules appear below.

Skillset	Day	Time		
System	Daily	05:58	Edit	Delete

Add

## Avaya Documentation Links

- [Reporting for Contact Center Setup Set Up & Operations guide.](#)
- [Reporting for Contact Center Troubleshooting and Maintenance guide](#)

